

# Northumberland Park Medical Group, Shiremoor Resource Centre

## Inspection report

Earsdon Road  
Shiremoor  
Newcastle upon Tyne  
NE27 0HJ

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[www.northumberlandparkmedicalgroup.nhs.uk](http://www.northumberlandparkmedicalgroup.nhs.uk)

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This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

## Ratings

### Overall rating for this location

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive to people's needs?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at Northumberland Park Medical Group, Shiremoor Resource Centre on 28 April 2021 to follow up on breaches of regulations identified at a previous inspection on 6 March 2020. Following our previous inspection on 6 March 2020, the practice was rated Requires Improvement overall and for the key questions of Safe, Responsive and Well led and Good for the key questions of Effective and Caring.

At this inspection we found that the practice had made many improvements and is now rated as Good overall.

The key questions are rated as follows,

Safe - Good

Effective - Good

Caring - Good

Responsive - Good

Well-led - Good

The full reports for previous inspections can be found by selecting the 'all reports' link for Northumberland Park Medical Group, Shiremoor Resource Centre on our website at [www.cqc.org.uk](http://www.cqc.org.uk)

## Why we carried out this inspection

This inspection was a comprehensive inspection to follow up on:

- Breaches of regulations or 'shoulds' identified in the previous inspection
- Ratings carried forward from previous inspection

## How we carried out the inspection

Throughout the pandemic CQC has continued to regulate and respond to risk. However, taking into account the circumstances arising as a result of the pandemic, and in order to reduce risk, we have conducted our inspections differently.

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site. This was with consent from the provider and in line with all data protection and information governance requirements.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system and discussing findings with the provider.
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- Remote staff questionnaires.
- A short site visit.

# Overall summary

## Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

**We have rated this practice as Good overall and good for all population groups.**

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care.
- The practice adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality, person-centre care.

Whilst we found no breaches of regulations, the provider **should**:

- Improve their approach to monitoring by instituting a regular audit cycle for compliance with Medicines and Healthcare products Regulatory Agency alerts
- Review and improve child protection records with regard to clearer flagging of child protection on records, more detail on the home page and reviews to check that obsolete flags are removed
- Take steps to improve the monitoring of patients' in relation to the use of medicines, including high risk medicines, where this is required.
- Review and improve the documentation and recording of what is included in a medication review

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

## Background to Northumberland Park Medical Group, Shiremoor Resource Centre

Northumberland Park Medical Group, Shiremoor Resource Centre is located in Shiremoor Resource Centre, Shiremoor at:

Earsdon Road

Shiremoor

Newcastle upon Tyne

Tyne and Wear

NE27 0HJ

The practice covers a wide area, including Shiremoor, Backworth, West Allotment, Earsdon, Holywell and parts of Seaton Delaval.

The practice has experienced a significant increase in the size of their patient list following the closure of a surgery located in the same building and also due to new housing developments in the locality. This has impacted on staff workloads and placed pressure upon the practice's systems and processes. Leaders are actively addressing the challenges that they face because of this.

We visited the following location as part of our inspection:

Shiremoor Resource Centre,

Earsdon Road,

Shiremoor,

Newcastle upon Tyne,

NE27 0HJ.

The provider is registered with the CQC to deliver the following regulated activities: diagnostic and screening procedures; family planning services; maternity and midwifery services; treatment of disease, disorder or injury; and surgical procedures.

The practice is situated within the North Tyneside Clinical Commissioning Group (CCG) and delivers General Medical Services (**GMS**) to a patient population of about 8,900. This is part of a contract held with NHS England.

The practice is part of a wider network of GP practices, they are members of North West Primary Care Network with three other practices in the locality.

The English Indices of Deprivation 2019 rank the practice at 3,568 (maximum ranking is 6,900). The Index of Multiple Deprivation 2019 combines information from the seven domains to produce an overall relative measure of deprivation. The lower the number the more deprived the practice is.

The practice patient population consists predominantly of white ethnicity (96%),

There is a team of six GPs, one of whom is a GP partner. The practice has a team of three nurses, one of whom is a nurse partner, one a practice nurse and one a career start nurse and there is one health care assistant. The team provide services including nurse led clinic's for long-term conditions and the nurse partner provides a triage service. The GPs are supported at the practice by a team of reception and administration staff.

Due to the enhanced infection prevention and control measures put in place since the pandemic and in line with the national guidance, most GP appointments were telephone consultations. If the GP needs to see a patient face-to-face then the patient is offered an appointment at the practice.

Patients at the practice also have access to Livi, a telephone application commissioned by North Tyneside CCG to improve access to patients. Once registered, patients can have a video consultation with a GP including during extended hours.

Extended access is provided locally by both the practice (starting at 7am on two mornings weekly) and TyneHealth Ltd, the GP federation, which provides patients registered with a North Tyneside practice with the opportunity to book appointments in local Extended Access Hubs (central locations), where late evening and weekend appointments are available. Out of hours services and minor injuries services are provided by North Tyneside General Hospital.